WHAT IS CLAIMED IS:

1.   A method of scheduling an in-home appliance repair service, the method comprising the steps of:

receiving an appliance selection request message from a client device via a wide area network, the appliance selection request message being indicative of a desire to receive appliance selection data, the appliance selection data facilitating selection of a first home appliance;

transmitting the appliance selection data to the client device via the wide area network in response to receiving the appliance selection request message;

receiving an appliance identifier from the client device via the wide area network, the appliance identifier distinguishing the first home appliance from a second home appliance;

receiving a geographical identifier from the client device via the wide area network;

determining at least one available repair time slot based on at least one of the appliance identifier and the geographical identifier;

transmitting data indicative of the at least one available repair time slot to the client device via the wide area network; and

receiving time slot selection data from the client device via the wide area network.

2.   A method as defined in claim 1, further comprising the step of dispatching an agent of an appliance repair provider based on the time slot selection data.

3.   A method as defined in claim 1, further comprising the step of repairing the first home appliance, wherein the step of repairing the first home appliance is performed after the step of receiving time slot selection data from the client device via the wide area network.

4.   A method as defined in claim 1, wherein the step of receiving an appliance selection request message comprises the step of receiving a hypertext transport protocol (HTTP) message.

5.   A method as defined in claim 1, wherein the step of receiving an appliance selection request message from a client device comprises the step of receiving an appliance selection request message from at least one of a personal computer (PC), a personal digital assistant (PDA), an Internet appliance, and a cellular telephone.

6.   A method as defined in claim 1, wherein the step of transmitting the appliance selection data comprises the step of transmitting web page data.

7. A method as defined in claim 1, wherein the step of transmitting the appliance selection data comprises the step of transmitting a list of model numbers.

5 8. A method as defined in claim 1, further comprising the steps of:

receiving a user identifier from the client device via the wide area network; and

retrieving a list of model numbers from a purchase history 10 database based on the user identifier, wherein the step of transmitting the appliance selection data comprises the step of transmitting the list of model numbers retrieved from the purchase history database.

9. A method as defined in claim 1, wherein the step of 15 transmitting the appliance selection data comprises the step of transmitting a digital picture of an appliance.

10. A method as defined in claim 1, wherein the step of transmitting the appliance selection data comprises the step of transmitting 20 data indicative of a model number input area.

11. A method as defined in claim 1, wherein the step of transmitting the appliance selection data comprises the step of transmitting

data indicative of a search engine query area.

12.   A method as defined in claim 1, wherein the step of receiving an appliance identifier comprises the step of receiving an appliance model number.

13.   A method as defined in claim 1, wherein the step of receiving an appliance identifier comprises the step of receiving an identifier associated with the appliance selection data.

14.   A method as defined in claim 1, wherein the step of receiving a geographical identifier comprises the step of receiving at least one of a city identifier, a state identifier, a house number, a street name, a zip code, and an area code.

15.   A method as defined in claim 1, wherein the step of determining at least one available repair time slot based on the appliance identifier comprises the step of querying a database of predetermined appliance repair providers for a particular appliance repair provider associated with the appliance identifier.

16.   A method as defined in claim 15, wherein the step of determining at least one available repair time slot further comprises the step

of receiving schedule data from the particular appliance repair provider.

17.   A method as defined in claim 1, wherein the step of determining at least one available repair time slot based on the appliance identifier and the geographical identifier comprises the step of querying a database of predetermined appliance repair providers for a particular appliance repair provider associated with the geographical identifier.

18.   A method as defined in claim 17, wherein the step of determining at least one available repair time slot further comprises the step of receiving schedule data from the particular appliance repair provider.

19.   A method as defined in claim 1, wherein the step of transmitting data indicative of the at least one available repair time slot comprises the step of transmitting web page data.

20.   An appliance repair scheduling device comprising:

a receiver structured to receive a plurality of messages from a client device via a wide area network;

a message decoder operatively coupled to the receiver, the message decoder being structured to decode an appliance selection request message, an appliance identification message, a geographical identification message, and a time slot selection message, the appliance selection request message being indicative of a desire to receive appliance selection data, the

appliance selection data facilitating selection of a first home appliance, the appliance identification message distinguishing a first home appliance from a second home appliance;

a controller operatively coupled to the receiver, the controller being structured to determine at least one available repair time slot based on the appliance identification message and the geographical identification message; and

a transmitter operatively coupled to the controller, the transmitter being structured to transmit the appliance selection data and data indicative of the at least one available repair time slot to the client device via the wide area network.

21.   An appliance repair scheduling device as defined in claim 20, wherein the controller comprises a microprocessor electrically coupled to a memory device, the memory device storing a software program capable of execution by the microprocessor, the software program being structured to cause the microprocessor to determine at least one available repair time slot based on the appliance identification message and the geographical identification message.

22.   An appliance repair scheduling device as defined in claim 20, further comprising an appliance repair service provider database, wherein the controller comprises a scheduling module and a database interface module, the database interface module being operatively coupled to the

appliance repair service provider database, the database interface module

being structured to query the appliance repair service provider database for

an appliance repair service provider associated with at least one of the

appliance identification message and the geographical identification message,

5   the scheduling module being structured to determine at least one available

repair time slot associated with the appliance repair service provider.

23.   An appliance repair scheduling device as defined in claim

20, wherein the receiver is structured to receive a plurality of messages from

10   at least one of a personal computer (PC), a personal digital assistant (PDA),

an Internet appliance, and a cellular telephone.

24.   An appliance repair scheduling device as defined in claim

20, wherein the receiver is structured to receive a plurality of messages from

15   a client device via the Internet.

25.   An appliance repair scheduling device as defined in claim

20, wherein the message decoder is structured to decode a hypertext

transport protocol (HTTP) message.

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26.   An appliance repair scheduling device as defined in claim

20, wherein the message decoder is structured to decode an appliance model

number.

27.   An appliance repair scheduling device as defined in claim 20, wherein the message decoder is structured to decode at least one of a city identifier, a state identifier, a house number, a street name, a zip code, and an area code.

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28.   An appliance repair scheduling device as defined in claim 20, wherein the controller is structured to cause the transmitter to transmit web page data.

10   29.   An appliance repair scheduling device as defined in claim 20, wherein the controller is structured to cause the transmitter to transmit a list of model numbers.

30.   An appliance repair scheduling device as defined in claim 15   20, further comprising a purchase history database operatively coupled to the controller, the purchase history database including a list of model numbers associated with previous purchases.

31.   An appliance repair scheduling device as defined in claim 20   20, wherein the controller is structured to cause the transmitter to transmit a digital picture of an appliance.

32.   An appliance repair scheduling device as defined in claim 20, wherein the controller is structured to cause the transmitter to transmit

data indicative of a model number entry area.

33.   An appliance repair scheduling device as defined in claim
20, wherein the controller is structured to cause the transmitter to transmit
5   data indicative of a search engine query area.

34.   An appliance repair scheduling device as defined in claim
20, wherein the controller is structured to cause the transmitter to transmit a
query message to a remote scheduling database associated with a
10   predetermined appliance repair provider.

35.   An appliance repair scheduling device as defined in claim
34, wherein the controller is structured to determine the query message based
on data included in the geographical identification message.

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36.   An appliance repair scheduling device as defined in claim
20, wherein the decoder is structured to decode schedule data from a remote
scheduling database associated with a predetermined appliance repair
provider.

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